

# TRESCO

ISLAND

## **TRESCO ESTATE BOOKING TERMS AND CONDITIONS APPLICABLE TO ALL BOOKINGS MADE PRIOR TO 4<sup>TH</sup> JUNE 2020**

### TERMS & CONDITIONS OF HIRE

All accommodation is hired on the basis that it is for holiday use only and that no rights to remain in the accommodation exist in the holiday-maker or any person accompanying him/her on the holiday.

All accommodation must be kept and left in a clean and tidy state and all furniture returned to the place in which it was found on entry. The hirer shall be responsible for any breakage, damages or losses incurred at the premises.

Should the hirer fail to give up possession at the end of the holiday, or leave the accommodation in such a state and condition that it is not suitable for occupation by another hirer, he will be liable for the charges as shown on the rent schedule of accommodation for the period until it is so available, and for any loss or damages which shall be occasioned thereby. Tresco Estate reserves the right to refuse to honour future bookings from hirers who leave the properties in an unreasonable condition.

Hirers of accommodation should be aware that Tresco Estate staff must have reasonable access to the premises and gardens in order to carry out their duties and undertake any necessary maintenance.

The hirer agrees that in no circumstances will the property hired be occupied by more than the number of persons stipulated on the tariff without the written consent of Tresco Estate, save that this provision shall not apply to any infant under three years old sleeping in a cot. No camping is permitted on Tresco and no tents may be erected in the holiday cottage gardens.

It is regretted no pets may be brought into the holiday accommodation (with the exception of assistance dogs).

Hirers may not normally take possession outside the time for occupation on date of commencement of hire and the time to vacate on final day as stated on the travel arrangement form.

A deposit shall be paid on booking the accommodation and no accommodation shall be reserved until Tresco Estate has issued a receipt for the deposit. Any provisional booking made before payment of a deposit is strictly provisional and may be withdrawn at any time by Tresco Estate. Any reservation fee paid is not a deposit and will only guarantee a provisional booking. The reservation fee is non-refundable in the event of cancellation of reservation.

If due to any occurrence beyond the control of Tresco Estate the accommodation is not available as booked, the owners will refund the deposit, but be under no

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further liability towards the hirer. Tresco Estate will use their best endeavours to find other accommodation, but shall not be liable at the suit of any hirer for failure to do so, or for any other reason.

All charges for hire of holiday accommodation are due for payment in full eight weeks before commencement of the hire period.

The VAT rate shown on the Invoice is the VAT rate prevailing at the time the Invoice was made out. Should the VAT rate change between paying the deposit and taking up the booking, further or less VAT may become applicable and an adjustment will be made.

All guests must have suitable travel insurance in place to cover them in the event of any cancellation, curtailment or delay to their holiday.

We reserve the right to adjust the tariff.

Subject to the properties being available.

### CANCELLATION POLICY: THE NEW INN & SEA GARDEN APARTMENTS

Deposits are non-refundable. Cancellations must be notified to us in writing by email or letter. In the event of cancellation more than 8 weeks before the holiday start date there will be no further charge.

For cancellations made within 8 weeks of the holiday start date you will have to pay the applicable cancellation fee as per the sliding scale below:

More than 8 weeks before holiday start date: Loss of deposit (33%)

Between 8-4 weeks before holiday start date: 50%

Between 4-1 weeks before holiday start date: 80%

Less than 1 week (7 days) before holiday start date: 100%

### CANCELLATION POLICY: COTTAGES

In the event of cancellation of any holiday the full charges will become payable once the deposit has been accepted. Tresco Estate will endeavour to secure another hiring of the property for the same term and at the same charge and, if successful, will only charge a £50 cancellation fee.

However, Tresco Estate shall not be liable at the suit of any hirer of accommodation on the grounds that Tresco Estate have not used their best endeavours or for any other reason.

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## BOOKING PROCEDURE

To make a booking please telephone: +44 (0)1720 422849 or email. You can also make a booking enquiry through our website at [www.tresco.co.uk](http://www.tresco.co.uk)

We will hold a provisional booking for you for 24 hours pending receipt of your deposit.

The deposit payable is one third of the total booking amount and is due to secure your booking. The balance of your stay will be due eight weeks before arrival.